METHOD AND SYSTEM FOR AN AUTOMATED DEPARTURE STRATEGY

ABSTRACT OF THE DISCLOSURE

A method and system for an automated departure
strategy from an automated system includes a track engine
and an error engine. The track engine allows for the
tracking and storing of one or more utterances spoken by
a caller in response to one or more prompts. In
addition, the track engine classifies each of the
utterances with a confidence level. The error engine
determines when one of the utterances initiates an error
condition and transfers the caller to an operator on the
occurrence of the error condition. In addition to
transferring the caller to the operator, the error engine
plays to the operator an error utterance, causing the
error condition, and a preceding utterance, preceding the
error utterance. Furthermore, the error engine populates
an operator screen with information provided by the
caller in the utterances for utterances classified with a
high level of confidence.